

# Enterprise Incident Report March 2011

As of 4/4/2011

## Community and Culture

### First Contact Resolution

First contact resolution tracks DTS' efforts to resolve customer incidents on initial contact.

Cells displayed show the number of incidents resolved on first contact during the reporting period.

Top Number - Total Incidents

Bottom Number - First Contact Resolution

Customer Company	Low	Medium	FCR Total
Community and Culture	107 30	3 1	110 31
Customer Company Total	107 30	3 1	110 31

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#### Missed Initial Response

Missed initial response tracks DTS' efforts to respond to customer incidents in accordance with enterprise standards .

Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and Critical within 30 clock minutes.

Cells displayed show the number of incident responses that missed the enterprise standards during the reporting period.

Top Number - Total Incidents

Bottom Number - Missed Initial Response

Customer Company	Low	Medium	MIR Total
Community and Culture	107	3	110
	17	0	17
Customer Company Total	107	3	110
	17	0	17

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#### Average Time To Initial Response

Average time to initial response tracks DTS' efforts in responding to customer incidents based upon established enterprise standards . Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and Critical within 30 clock hour minutes.

Cells displayed show the number of incidents and the average time it took DTS to respond to the customer's problem.

**Top Number - Total Incidents**

**Bottom Number -Average time in hours**

Customer Company	Low	Medium	ATTIR Total
Community and Culture	107 0.62	3 0.09	110 0.61
Customer Company Total	107 0.62	3 0.09	110 0.61

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#### Missed Resolution

Missed resolution tracks DTS' efforts to resolve customer incidents in accordance with enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and Critical within 2 clock hours.

Cells displayed show the number of incidents that missed the enterprise resolution times during the reporting period.

Top Number - Total Incidents

Bottom Number - Missed Resolution

Customer Company	Low	Medium	MR Total
Community and Culture	107	3	110
	10	0	10
Customer Company Total	107	3	110
	10	0	10

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#### Average Time To Resolution

Average time to resolution tracks DTS' efforts to resolve customer incidents based upon established enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and Critical within 2 clock hours.

Cells displayed show the number of incidents and the average time it took DTS to resolve the customer's problem.

**Top Number - Total Incidents**

**Bottom Number - Average time in hours**

Customer Company	Low	Medium	ATTR Total
Community and Culture	107 2.46	3 0.20	110 2.40
Customer Company Total	107 2.46	3 0.20	110 2.40

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### Detail

<b>INC000000256320</b>	Erik Carlson Voice Operations	Telecom Gail Christiansen	Call/Receive Community and Culture	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 1.57
<b>INC000000265951</b>	Craig Neilson Application Support	Application Yong Hui No	Error Community and Culture	Adobe Acrobat Low	Closed	TIR Missed: Yes TTR Missed: Yes	TIR: TTR:	2.01 66.84
<b>INC000000269030</b>	Jeri Openshaw Metro B Desktop Support	Application Jay Locker	None Community and Culture	Adobe Photoshop Low	Closed	TIR Missed: Yes TTR Missed: No	TIR: TTR:	1.59 3.40
<b>INC000000270986</b>	Paula Stuart Metro B Desktop Support	PC/Laptop Matthew Blunk	None Community and Culture	None Low	Closed	TIR Missed: Yes TTR Missed: Yes	TIR: TTR:	6.60 6.60
<b>INC000000271081</b>	Melissa Ferguson Metro B Help Desk	Application Janet Hongsyvilay	None Community and Culture	Novell GroupWise Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.03
<b>INC000000271183</b>	Sanobi Johnson Application Support	Application Yong Hui No	Error Community and Culture	Contribute Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.26 1.67
<b>INC000000271354</b>	Kimbal Hale Metro A Desktop Support	Print/Copy/Scan/Fax Burton Brown	None Community and Culture	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.61 0.61
<b>INC000000271415</b>	Jean Irwin Metro B Desktop Support	Print/Copy/Scan/Fax Cindy Reed	None Community and Culture	None Low	Closed	TIR Missed: No TTR Missed: Yes	TIR: TTR:	0.00 8.91
<b>INC000000271461</b>	Lori Hunsaker Metro B Desktop Support	PC/Laptop Cindy Reed	None Community and Culture	None Low	Closed	TIR Missed: Yes TTR Missed: Yes	TIR: TTR:	8.39 8.39
<b>INC000000271654</b>	Linda Oda Metro B Help Desk	Application Ron LeBaron	None Community and Culture	Microsoft Word Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.35
<b>INC000000271674</b>	Linda Oda Metro B Help Desk	Application Ron LeBaron	None Community and Culture	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.05
<b>INC000000271758</b>	Jeffery Fullmer Metro D North Desktop Support	Print/Copy/Scan/Fax Neil Smedley	Incident Community and Culture	None Low	Closed	TIR Missed: Yes TTR Missed: No	TIR: TTR:	1.35 1.35
<b>INC000000271798</b>	Mary Ellen Martinez Metro B Desktop Support	Application Matthew Blunk	Error Community and Culture	Adobe Contribute Low	Closed	TIR Missed: Yes TTR Missed: No	TIR: TTR:	5.46 5.46
<b>INC000000271936</b>	Erik Carlson Voice Operations	Telecom Kelly Johnson	Area Code Community and Culture	Telephone Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.56 0.56
<b>INC000000271944</b>	Erik Carlson Voice Operations	Telecom Kelly Johnson	Voice Mail Community and Culture	Telephone Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.44 0.49
<b>INC000000272434</b>	Sanobi Johnson Application Support	Application Yong Hui No	None Community and Culture	Adobe Contribute Low	Closed	TIR Missed: Yes TTR Missed: No	TIR: TTR:	1.27 1.28

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<b>INC000000272628</b>	Shar Lewis	Application	None	Novell GroupWise	TIR Missed: No	TIR: 0.72
	Application Services	Tony Larsen	Community and Culture	Low Closed	TTR Missed: No	TTR: 0.89
<b>INC000000272803</b>	Timothy Lewis	Network	Error	None	TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Janet Hongsyvilay	Community and Culture	Low Closed	TTR Missed: No	TTR: 0.00
<b>INC000000272836</b>	Jean Irwin	Network	Error	None	TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Janet Hongsyvilay	Community and Culture	Low Closed	TTR Missed: No	TTR: 1.48
<b>INC000000272860</b>	Craig Fuller	Network	Error	None	TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Janet Hongsyvilay	Community and Culture	Low Closed	TTR Missed: No	TTR: 1.24
<b>INC000000272866</b>	Wilson Martin	Network	Error	None	TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Janet Hongsyvilay	Community and Culture	Low Closed	TTR Missed: No	TTR: 1.20
<b>INC000000272905</b>	Jimmy Glenn	Application	Error	Novell Client for 32-bit Windows	TIR Missed: No	TIR: 0.00
	Help Desk	Vicky Marrelli	Community and Culture	Low Closed	TTR Missed: No	TTR: 0.23
<b>INC000000272913</b>	Jimmy Glenn	Network	None	None	TIR Missed: No	TIR: 0.10
	Metro B Help Desk	Ron LeBaron	Community and Culture	Low Closed	TTR Missed: No	TTR: 0.31
<b>INC000000273111</b>	Lila Abersold	None	None	None	TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Ron LeBaron	Community and Culture	Low Closed	TTR Missed: No	TTR: 0.00
<b>INC000000273523</b>	Katherine Smith	Application	Error	Adobe Acrobat	TIR Missed: Yes	TIR: 3.46
	Metro A Desktop Support	Burton Brown	Community and Culture	Low Closed	TTR Missed: No	TTR: 3.46
<b>INC000000273648</b>	Don Hartley	None	None	None	TIR Missed: No	TIR: 0.00
	Metro D Help Desk	Doug Brown	Community and Culture	Low Closed	TTR Missed: No	TTR: 0.00
<b>INC000000273712</b>	Annette Despain	Application	Error	Internet Explorer	TIR Missed: No	TIR: 0.00
	Metro A Desktop Support	Burton Brown	Community and Culture	Low Closed	TTR Missed: No	TTR: 0.11
<b>INC000000274021</b>	Stephanie Bourdeaux	Application	Reporting	None	TIR Missed: No	TIR: 0.24
	Metro A Desktop Support	Burton Brown	Community and Culture	Low Closed	TTR Missed: No	TTR: 0.24
<b>INC000000274593</b>	Shad West	Application	Error	Microsoft Word	TIR Missed: Yes	TIR: 1.13
	Metro A Desktop Support	Burton Brown	Community and Culture	Low Closed	TTR Missed: No	TTR: 1.13
<b>INC000000274640</b>	Jeffery Fullmer	Application	Error	ZENworks for Desktops	TIR Missed: No	TIR: 0.74
	Metro D North Desktop Support	Neil Smedley	Community and Culture	Low Closed	TTR Missed: No	TTR: 0.74
<b>INC000000274646</b>	Jeffery Fullmer	PC/Laptop	Hardware	None	TIR Missed: No	TIR: 0.71
	Metro D North Desktop Support	Neil Smedley	Community and Culture	Low Closed	TTR Missed: No	TTR: 0.71
<b>INC000000275093</b>	Lynette Lloyd	Telecom	Feature	Telephone	TIR Missed: No	TIR: 0.06
	Voice Operations	Annette Nielsen	Community and Culture	Low Closed	TTR Missed: No	TTR: 0.11
<b>INC000000275123</b>	Cory Jensen	Network	None	None	TIR Missed: No	TIR: 0.10
	Metro B Hosting	Paul Engberson	Community and Culture	Medium Closed	TTR Missed: No	TTR: 0.34

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<b>INC000000275128</b>	Craig Fuller Metro B Help Desk	Network Ron LeBaron	Incident Community and Culture	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 5.72
<b>INC000000275285</b>	Ronald Rood Metro B Desktop Support	PC/Laptop Cindy Reed	Hardware Community and Culture	None Low	Closed	TIR Missed: No TTR Missed: Yes	TIR: TTR:	0.00 15.26
<b>INC000000275305</b>	Chris Frederickson Metro A Desktop Support	PC/Laptop Burton Brown	Hardware Community and Culture	None Medium	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.03 0.04
<b>INC000000275540</b>	Diana Miller Metro B Desktop Support	Application Jay Locker	None Community and Culture	Microsoft Word Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.33 1.55
<b>INC000000275543</b>	Diana Miller Metro B Desktop Support	Application Michael Barth	Error Community and Culture	Microsoft Access Low	Closed	TIR Missed: Yes TTR Missed: No	TIR: TTR:	1.15 1.16
<b>INC000000275847</b>	Doug Gould Metro B Help Desk	Network Val Shepherd	Password Community and Culture	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.10
<b>INC000000276024</b>	Jill Mecham Operations Production Control	None Christie Burnham	None Community and Culture	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000276187</b>	Rosalinda Tsosie Operations Production Control	None Christie Burnham	None Community and Culture	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000276241</b>	Lloyd Pendleton Metro A Desktop Support	PC/Laptop Burton Brown	Hardware Community and Culture	None Low	Closed	TIR Missed: Yes TTR Missed: No	TIR: TTR:	5.32 5.32
<b>INC000000276319</b>	Claudia Borjas Metro B Desktop Support	Network Cindy Reed	Error Community and Culture	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.19 1.09
<b>INC000000276639</b>	Jonathan Hardy Metro D Help Desk	None Jed Patrick	None Community and Culture	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000277037</b>	Ronald Rood Metro B Desktop Support	Application Cindy Reed	None Community and Culture	None Low	Closed	TIR Missed: Yes TTR Missed: No	TIR: TTR:	2.11 2.11
<b>INC000000277061</b>	Lynnette Hiskey Metro B Help Desk	Application Janet Hongsyvilay	Password Community and Culture	Novell GroupWise Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.05
<b>INC000000277398</b>	Amy Bridan Metro B Help Desk	Application Ron LeBaron	Error Community and Culture	Cisco AnyConnect VPN Client Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.09 2.86
<b>INC000000277672</b>	Jane Van Wagoner Capitol Desktop Support	Mobile Devices Tracy Goble	Error Community and Culture	Droid Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000277703</b>	Lisa F Nelson Metro B Desktop Support	PC/Laptop Michael Barth	None Community and Culture	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.50
<b>INC000000277849</b>	Lisa F Nelson Metro B Help Desk	Application Val Shepherd	None Community and Culture	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.14 0.14



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<b>INC000000277964</b>	Kristen Rogers Voice Operations	Telecom Annette Nielsen	Dial Tone Community and Culture	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.09 0.24
<b>INC000000278108</b>	Lila Abersold Metro B Help Desk	Network Ron LeBaron	Password Community and Culture	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.18
<b>INC000000278118</b>	Lynette Lloyd Voice Operations	Telecom Annette Nielsen	Dial Tone Community and Culture	Telephone Medium	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.13 0.23
<b>INC000000279234</b>	Cory Jensen Metro B Help Desk	None Ron LeBaron	None Community and Culture	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000279334</b>	Debbie Reese Metro B Help Desk	Application Val Shepherd	None Community and Culture	Novell Messenger Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.83
<b>INC000000279345</b>	Kathy Kirtz Metro D Help Desk	None Doug Brown	None Community and Culture	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000279790</b>	Lisa F Nelson Metro B Desktop Support	None Michael Barth	None Community and Culture	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 1.23
<b>INC000000279919</b>	Lisa F Nelson Metro B Desktop Support	None Michael Barth	None Community and Culture	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000280145</b>	Kelly K Anderson Metro A Desktop Support	PC/Laptop Mike Wilde	Performance Community and Culture	None Low	Closed	TIR Missed: Yes TTR Missed: No	TIR: TTR:	2.40 3.75
<b>INC000000280179</b>	Amanda Rock Metro B Help Desk	Application Janet Hongsyvilay	None Community and Culture	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.03
<b>INC000000280760</b>	Jill Mecham Metro A Desktop Support	PC/Laptop Burton Brown	Hardware Community and Culture	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.06 0.06
<b>INC000000280762</b>	Shad West Application Support	None Yong Hui No	None Community and Culture	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 5.62
<b>INC000000280802</b>	Shad West Metro A Desktop Support	Application Burton Brown	Error Community and Culture	ZENworks for Desktops Low	Closed	TIR Missed: Yes TTR Missed: No	TIR: TTR:	1.42 1.44
<b>INC000000281558</b>	Pema Chagzoetsang Metro A Desktop Support	Network Burton Brown	Password Community and Culture	Novell Client for 32-bit Windows Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.71 0.71
<b>INC000000281657</b>	Glenna Matekel Metro B Help Desk	Network Janet Hongsyvilay	Error Community and Culture	Novell Client for 32-bit Windows Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.04
<b>INC000000281678</b>	Kathy Kirtz Metro B Help Desk	Application Ron LeBaron	Error Community and Culture	ZENworks for Desktops Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.03
<b>INC000000282027</b>	Brian Richards Operations Production Control	None Christie Burnham	None Community and Culture	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00

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<b>INC000000282045</b>	Kristen Jensen Campus Networking	Server Charmaine Malan	None Community and Culture	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.10 1.04
<b>INC000000282128</b>	Vince Silas Metro B Desktop Support	Print/Copy/Scan/Fax Michael Barth	None Community and Culture	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.08 0.76
<b>INC000000282133</b>	Laura Garcia Metro B Help Desk	Application Ron LeBaron	Error Community and Culture	Novell GroupWise Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.11
<b>INC000000282837</b>	Lani Nisbet Metro A Desktop Support	Application Burton Brown	Error Community and Culture	Novell Messenger Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.05
<b>INC000000282840</b>	Michael X Hansen Metro A Desktop Support	Print/Copy/Scan/Fax Burton Brown	Incident Community and Culture	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.03
<b>INC000000282960</b>	Kathy Kirtz Help Desk	Telecom Brenda Treadway	Hardware Community and Culture	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000283046</b>	Kathy Kirtz Campus Networking	Network Jordy Davis	None Community and Culture	None Low	Resolved	TIR Missed: Yes TTR Missed: No	TIR: TTR:	4.61 5.00
<b>INC000000283068</b>	Vince Silas Metro B Desktop Support	EIS Hardware Michael Barth	Scanner Community and Culture	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.29 0.34
<b>INC000000283623</b>	Debbie Reese Metro B Desktop Support	PC/Laptop Michael Barth	Virus Community and Culture	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.08 4.10
<b>INC000000283680</b>	Colleen Eggett Metro B Help Desk	Application Janet Hongsyvilay	None Community and Culture	Novell GroupWise Low	Resolved	TIR Missed: No TTR Missed: Yes	TIR: TTR:	0.00 10.23
<b>INC000000283860</b>	Lori Hunsaker Metro B Help Desk	None Ron LeBaron	None Community and Culture	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.20
<b>INC000000284159</b>	Debbie Reese Metro B Desktop Support	Application Michael Barth	Error Community and Culture	Adobe Acrobat Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.55
<b>INC000000284876</b>	Wendi Hassan Application Support	None Yong Hui No	None Community and Culture	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.18
<b>INC000000285385</b>	Jeffery Fullmer Metro B Help Desk	None Val Shepherd	None Community and Culture	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.63
<b>INC000000285493</b>	Lila Abersold Metro B Desktop Support	PC/Laptop Cindy Reed	Performance Community and Culture	None Low	Resolved	TIR Missed: No TTR Missed: Yes	TIR: TTR:	0.00 25.97
<b>INC000000285494</b>	Kristen Rogers Metro B Help Desk	Network Janet Hongsyvilay	None Community and Culture	ZENworks for Desktops Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.55
<b>INC000000285606</b>	Jill Mecham Metro A Desktop Support	Application Burton Brown	Error Community and Culture	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.62 0.62

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<b>INC000000285715</b>	Barbara Murphy Metro B Help Desk	Application Ron LeBaron	Password Community and Culture	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	TIR: 0.07 TTR: 0.13
<b>INC000000285762</b>	Diana Miller Metro B Desktop Support	Application Matthew Blunk	None Community and Culture	Adobe Contribute Low	TIR Missed: No TTR Missed: No	TIR: 0.28 TTR: 0.28
<b>INC000000285818</b>	Kathy Kirtz Voice/Data/WAN Services	Telecom Art Scott	Hardware Community and Culture	None Low	TIR Missed: No TTR Missed: No	TIR: 0.26 TTR: 1.00
<b>INC000000285894</b>	Diana Walker Application Support	Application Yong Hui No	Error Community and Culture	Contribute Low	TIR Missed: No TTR Missed: No	TIR: 0.91 TTR: 0.95
<b>INC000000286063</b>	Mary Ellen Martinez Application Support	Application Yong Hui No	None Community and Culture	Adobe Contribute Low	TIR Missed: No TTR Missed: No	TIR: 0.26 TTR: 0.86
<b>INC000000286143</b>	Kimbal Hale Metro B Help Desk	Application Janet Hongsyvilay	Password Community and Culture	Novell GroupWise Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.06
<b>INC000000286178</b>	Kristen Jensen Metro B Desktop Support	Network Matthew Blunk	None Community and Culture	None Low	TIR Missed: No TTR Missed: No	TIR: 0.04 TTR: 0.30
<b>INC000000286244</b>	Sarah Sarah Pitkin Application Support	None Yong Hui No	None Community and Culture	None Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.08
<b>INC000000286257</b>	Colleen Eggett Application Support	Application Michael Brown	None Community and Culture	None Low	TIR Missed: No TTR Missed: Yes	TIR: 0.04 TTR: 6.39
<b>INC000000286416</b>	Ronald Van Harten Metro B Help Desk	Network Ron LeBaron	Incident Community and Culture	None Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.00
<b>INC000000286443</b>	Cory Jensen Metro B Desktop Support	Application Cindy Reed	None Community and Culture	Novell GroupWise Low	TIR Missed: Yes TTR Missed: No	TIR: 3.79 TTR: 3.79
<b>INC000000286555</b>	Cory Jensen Metro B Desktop Support	Application Cindy Reed	None Community and Culture	Adobe Acrobat Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 4.57
<b>INC000000286595</b>	Sharon Chalmers Metro B Desktop Support	Network Michael Barth	Incident Community and Culture	None Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 1.56
<b>INC000000286720</b>	Rosalinda Tsosie Operations Production Control	None Christie Burnham	None Community and Culture	None Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.00
<b>INC000000287115</b>	Paul Kroff Metro B Help Desk	None Ron LeBaron	None Community and Culture	None Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.96
<b>INC000000287126</b>	Julie Tuimauga Metro A Desktop Support	Application Burton Brown	Error Community and Culture	Contribute Low	TIR Missed: No TTR Missed: Yes	TIR: 0.12 TTR: 7.98
<b>INC000000287181</b>	Diana Miller Metro B Desktop Support	PC/Laptop Michael Barth	Hardware Community and Culture	None Low	TIR Missed: Yes TTR Missed: No	TIR: 4.44 TTR: 4.44

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<b>INC000000287508</b>	Shad West	Application	None	None		TIR Missed: No	TIR: 0.27
	Application Support	Yong Hui No	Community and Culture	Low	Closed	TTR Missed: Yes	TTR: 7.68
<b>INC000000287742</b>	Jean Irwin	Application	None	Novell GroupWise		TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Val Shepherd	Community and Culture	Low	Resolved	TTR Missed: No	TTR: 0.00
<b>INC000000287990</b>	Justin Hudspeth	Application	Error	Adobe Contribute		TIR Missed: No	TIR: 0.39
	Application Support	Yong Hui No	Community and Culture	Low	Closed	TTR Missed: No	TTR: 0.41
<b>INC000000287996</b>	Justin Hudspeth	Application	Error	Adobe Contribute		TIR Missed: No	TIR: 0.22
	Application Support	Yong Hui No	Community and Culture	Low	Closed	TTR Missed: No	TTR: 0.24
<b>INC000000288087</b>	Craig Fuller	None	None	None		TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Janet Hongsyvilay	Community and Culture	Low	Resolved	TTR Missed: No	TTR: 0.05
<b>INC000000288445</b>	Glenna Matekel	Application	Error	Internet Explorer		TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Val Shepherd	Community and Culture	Low	Resolved	TTR Missed: No	TTR: 0.00
<b>INC000000288475</b>	Sarah Pitkin	Network	None	None		TIR Missed: No	TIR: 0.04
	Metro B Desktop Support	Matthew Blunk	Community and Culture	Low	Resolved	TTR Missed: No	TTR: 0.84
<b>INC000000288530</b>	Scott Brooks	Network	None	Novell Client for 32-bit Windows		TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Janet Hongsyvilay	Community and Culture	Low	Resolved	TTR Missed: No	TTR: 0.31
<b>INC000000288840</b>	Alyssa Grove	Server	None	None		TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Ron LeBaron	Community and Culture	Low	Resolved	TTR Missed: No	TTR: 0.69